

NOTES FROM THE:

Defense Finance & Accounting Service *Denver*

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As a result of a collaborative effort between the Air Force, the Defense Finance and Accounting Service, and the Department of Defense, DFAS implemented a redesign of the former Employee/Member Self Service (E/MSS) system October 15, 2002.

The new myPay system offers high-quality, improved online services for active duty, Guard and Reserve airmen, civilian employees, military retirees, and annuitants. myPay is also designed to help Air Force members manage their pay more easily and securely.

Air Force people will be able to use the Web to handle the majority of their personal finance issues just like many Americans do when they log on to commercial finance sites. DFAS is putting pay information at the fingertips of the military community.

myPay is an innovative, automated system that puts customers in control of processing certain discretionary pay data items without using paper forms, and it's easier than ever before. The new design helps DFAS' customers find pay information and complete transactions in as few as three clicks. Available nearly around the clock, myPay means no waiting in lines or holding on the telephone to get information or make changes to pay accounts.

myPay won an e-gov award for innovation in 2002, and we continue to strive for an innovative quality system for our Air Force customers.

Among the many features available for airmen now are the abilities to view, print, and save leave and earning statements, change federal and state tax withholdings, update bank account and electronic funds transfer information, edit address information, and control Thrift Savings Plan enrollment.

Many of these myPay features were already available through E/MSS. In January, airmen will be able to view and print their W-2s. Capabilities of myPay will be expanded in 2003, when airmen will be able to start, change, and stop allotments and buy savings bonds.

DFAS chose to put the W-2 forms online because it will be so convenient for military members who are deployed, have lost their originals, or need another

copy for any reason. They will be able to go online and print a new copy immediately, eliminating the wait formerly associated with calling and requesting a copy.

Airmen can log on to myPay immediately if they have a current E/MSS personal identification number. If they have forgotten their PIN or are a new user, they can request a PIN on the myPay web site. Temporary PINs will be mailed to the member's home address on file with the pay system.

Users of myPay need a web browser with secure socket layer protocol with 128-bit encryption software to access their accounts. This combination prevents information from being retrieved by someone else while it is being transmitted. The combination of 128-bit encryption and SSL technology with a user's Social Security number and PIN makes using myPay as secure as using an automated teller machine at a bank.

By using myPay, military members and civilian employees will help save the Armed Forces and the American taxpayers millions of dollars in printing and customer service costs. myPay provides leave and earning statements online, so every Air Force civilian who turns off the print version of their statement saves the Air Force 34 cents per copy. That may not seem like a lot of money, but if all civilians received their leave and earning statements electronically, the Department of Defense could save nearly \$6 million every year. Savings to the Air Force would be \$1.6 million of that amount annually.

Customers with questions about myPay can call customer support at 1-800-390-2348, Monday through Friday between 7 a.m. and 7:30 p.m. Eastern Standard Time.

As DFAS employees perform their daily tasks in support of the men and women who defend America, they remember that at the end of every paycheck, every invoice, and every accounting line, there sits a person relying on that item to be timely and accurate.

They know that the troops can concentrate on their mission when they are not worried about pay and benefits. Those troops are the reason DFAS will continue providing innovative and reliable tools so our military members can take charge of their pay accounts online.

